

How to set up and run an Scp Debug session using ACS.INI settings (for long-term logging)

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Procedure Steps

1) If the Communication Server service is installed on a computer running Windows Vista, Windows 7, or Windows Server 2008, User Account Control (UAC) must be disabled. Follow the instructions in article *"How to turn User Account Control (UAC) on or off in Windows Vista, Windows 7 or Windows Server 2008"*.

2) On the computer running the Communication Server you want to debug, open the **ACS.INI** file. Click the Start button, and then select **Run**.

3) Type ACS.INI, and then click [OK].

4) In the [Service] section, type the following, then save the file:

```
ScpDebugFile=1
```

5) Restart the Communication Server.

6) Reproduce the issue you are trying to capture several times in the same debug session. Document how many times the critical events were generated to reference later.

7) Wait a few minutes to ensure the data is written to the file.

8) Stop the Communication Server to end the debug session, and then set the **ACS.INI** [Service] entry to the following :

```
SCPDebugFile=0.
```

9) If the Communication Server was run as an application, you will find two files in the root of the OnGuard directory (**C:\Program Files\OnGuard**). If the server was run as a service, the files will be written to the root of the Windows directory (**C:\Windows**). The two files are named **SCPDebug.txt** and **SCPDebugc.txt**. Review both of these files.

10) If your Communication Server hosts multiple ISCs, check the database for the value in the PanelID column which matches that panel's name using the following query:

```
Select * from Accesspane
```

The standard name of the panel is listed under the Name column and the panel ID is listed under the PanelID column.

11) Collect both files, as well as any relevant logs, reports, screenshots, etc.

Applies To

OnGuard (All versions)

Additional Information

Scp Debug is used for Communication Server diagnostics. The benefits of running Scp Debug manually rather than automated include the following:

- All the initialization steps of the Communication Server are captured, including establishing communications with the ISC and Alarm Monitoring.
- Scp Debug can be used with the Communication Server running as either a service or as an application.